

Premium Desktop & Security Solutions Overview




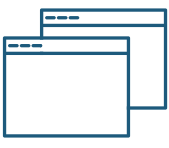




Tighter Security. Lower Risk. Better Peace of Mind.

Sophisticated Security at a lower cost

Sedona Security with CROPS Premium enables dealers to deliver a complete, end-to-end cyber security solution without having to build and maintain in-house operations. The solution combines powerful software with a suite of SOC services to deliver both foundational security and highly advanced protections for John Deere Dealers—including endpoint management, SIEM, dark web monitoring, real time security auditing, advanced threat intelligence and the capabilities and reporting required to ensure compliance in Ag, Construction, and mixed dealer environments.



CROPS Premium adds 9 additional security layers:

<p>Security Awareness</p>  <p>Train your users - often! Teach them about data security, email attacks, and your policies and procedures. We offer a web-based training solution and "done for you" security policies.</p>	<p>DNS Protection</p>  <p>Internet security is a race against time. Cloud based security detects web and email threats as they emerge on the Internet, and blocks them on your network within seconds – before they reach the user.</p>	<p>Detection & Response</p>  <p>Protect your computers data from malware, viruses, and cyber attacks with advanced security. Today's latest technology protects against file-less and script based threats and can even rollback a ransomware attack. Here's another sentence</p>	<p>Risk Score Profiles</p>  <p>Train</p>
<p>SIEM/Log Management</p>  <p>Security Incident & Event Management Uses big data engines to review all event and security logs from all covered devices to protect against advanced threats and to meet compliance requirements.</p>	<p>Dark Web Monitoring</p>  <p>Knowing in real-time what passwords and accounts have been posted on the Dark Web will allow you to be proactive in preventing a data breach. We scan the Dark Web and take action to protect your dealership from stolen credentials that have been posted for sale.</p>	<p>Security Assessments</p>  <p>It's important to establish a baseline and close existing vulnerabilities.</p>	<p>Full Patch Management</p>  <p>If there's ever any problems with patches not being installed properly on any of your endpoints, we'll proactively make sure each machine on your network is up to date and secure.</p>

Premium Services Explained

Unlimited Training

We want to make sure you're getting the absolute most out of our products and services, so encourage you and your IT Team to schedule as many training sessions with us that you need.



Sedona Technologies Support

As with all of our CROPS Solutions, our IT Teams provide unparalleled support, allowing you to create and assign product-based tickets to our Sedona technicians for full problem resolution. You can also assign tickets for one-time maintenance actions such as antivirus scans and remediation for infections, driver updates for servers, and more.

CROPS PRO SERVER CARE

At Sedona, we treat all Servers as Critical, even with basic monitoring. CROPS Server Pro provides basic monitoring, alerting and ticketing to help you operate more efficiently. You'll spend less time filtering alerts and researching resolutions, and our NOC will alert you when critical issues arise.



CROPS PRO DESKTOP CARE

CROPS Pro Desktop Care includes the features and bundled software you need to offer a complete desktop management solution. These features include patch management, antivirus, antimalware, remote access, client communicator, IT admin portal, reporting, free interactive technical training and more.

Advanced Technology Service Delivery

IT labor and infrastructure costs can take up a significant percentage of your operating budget. When partnering with Sedona Technologies and any of our CROPS Solutions, you have the opportunity to lower these costs by leveraging our software and IT services.

Trained Experts at Your Side

Our IT technicians are here to support you every step of the way—whether it's closing tickets, providing remediation documentation and best practices, or completing routine maintenance and project work for you. We continuously capture, document and codify our experience in the form of business rules and a knowledge base, so our technical teams (and our dealers IT teams) can have quick access to the information they need to be successful.

24x7x365 Coverage Available

The Sedona IT Solutions teams monitor and manage your systems around the clock, 365 days a year, enabling you to provide 24x7 coverage in a profitable, scalable business model.

Education, Documentation and Training

With CROPS, you get unlimited training and support to make the most out of our solutions. Additionally you'll get access to the CROPS Doc Center, our self-paced interactive documentation center that contains more than 250 technical documents and training information designed to help your IT Staff learn everything they need to know about our solutions and how to use the tools we've built. You can even create custom documents for your own dealership and staff!

CROPS Pro Features

Detect & Respond

Simple Dealer IT Operations Powered by Advanced SOC Expertise

Easily implement advanced operations without the need for in-house security expertise. The complete Sedona Co-Managed SOC analyzes quarantined applications and files, reducing false positive and ensuring comprehensive protection. It delivers a powerful service to help you overcome the significant labor challenges associated with providing managed security services.

Threat Detection

Rapidly identify thousands of variants of viruses, malware and the root causes of malicious behaviors by quickly diagnosing source processes and programs.

Respond and Remediation

Quickly respond to detected ransomware variants by leveraging robust rollback functions through comprehensive tracking of changes at the endpoint, restoring it to an acceptable risk state.

Next-Generation Endpoint Security

Detect & Respond – Endpoint utilizes the SentinelOne* platform, a company that has secured a patent from the U.S. Patent & Trademark Office (USPTO) for its unique malware remediation technology. This solution incorporates the industry's most innovative prevention, providing visibility into the root causes and origins of the threat, reversing the malicious operations and remediating them at an agile speed, if needed.

Automation

Scripting

CROPS provides an extensive library of script templates that you can use to automate tasks and monitor systems with no programming required. All scripts are deployed through an easy-to-use visual web interface, and offer you the flexibility to deploy to a single machine or across multiple sites on-demand or on a scheduled basis. Use scripts to standardize user configurations across any desktop running the CROPS Agent. Download application installers directly from the Internet or deploy locally to consolidate Internet bandwidth.

Patching

Sedona's Patch Management Team will extensively test and research Microsoft Security Patch Rollups to understand and identify any conflicts with common business applications. Once testing is complete, Sedona will publish a detailed report that lists any issues they've identified and provides steps to avoid or remediate the issue (if applicable). Patch policies can also be established to automate the deployment of Microsoft non-security patches, Apple patches and patches for a variety of third-party applications.

Maintenance & Management

Endpoint Protection

Our agent comes bundled with best-in-class endpoint protection from Webroot. Scheduled antivirus installation checks and definition updates are available for many antivirus applications.

Client Communicator

The Client Communicator is an app that runs in the system tray and improves client communication and support—allowing you to synchronize newsfeeds, send instant messages, and integrate scripts to provide users with tools to fix problems on demand. It also integrates with our IT Help Desk, so users can request help via chat rather than over the phone.

Add-Ons & Integrations

For your convenience, we bundle antivirus, antimalware and remote access software together with all our solutions. CROPS Pro also offers tight two-way integration with our state of the art IT Ticketing System designed for Dealer IT in mind, additionally we integrate with IT Glue documentation and asset management and BrightGauge advanced metrics and reporting engine. Additionally, we focus on IT Services and Solutions that are critical to your dealership.